

JOB TITLE: ADMISSIONS

CITY OF OTHELLO:	JOB DESCRIPTION	
DEPARTMENT:	Public Works/Parks and Recreation	NON-EXEMPT STATUS
LOCATION:	Othello Community Pool	SHIFT: Part-Time/Seasonal
REPORTS TO:	Pool Manager/Assistant Pool Manager	
APPROVED BY:	Shawn Logan, City Mayor / City Administrator	DATE: April 8, 2020
REVIEWED BY:	Randy Gomez, Park & Rec Coordinator	
	Terry Clements, Public Works Director	DATE: April 8, 2020

SUMMARY: The Admission Worker performs various functions related to the operation of the Othello Community Pool admissions desk. The Admission Worker facilitates efficient customer service in the area of pool admittance.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Provide customer service to pool patrons and the public, courteously and efficiently staff admissions desk.
2. Receive payment for pool admissions, enter payments into cash register and make correct change, if applicable.
3. Coordinate the scheduling of aquatic programs and activities for pool patrons.
4. Assist in scheduling pool rentals, parties and special events.
5. Maintain clean, presentable work area. Perform additional custodial duties as required.
6. Perform end of shift cash handling procedures and/or closing cash handling procedures as required.
7. Know and enforce all rules and policies of the Othello Community Pool consistently and fairly; inform Pool Manager of any disciplinary problems.
8. Self-start tasks and be independent while working. Maintain productivity during slow times and work efficiently during high demand times.
9. Perform related duties as per personnel manual and as assigned.
10. Other duties as assigned

EMERGENCY RESPONSE

1. Respond immediately and effectively to emergencies; follow the established emergency action plan procedures to ensure a safe rescue.
2. Complete and submit required documentation and reports.

PERSONAL EMPLOYEE DUTIES AND RESPONSIBILITIES

1. Arrive at work prepared to assume duties when shift starts.
2. Provide and wear sunglasses, hat/visor, sunscreen and other protective gear, as necessary.
3. Present a professional appearance; wear department-issued uniform at all times while on duty.
4. Present professional attitude and maintain a high standard of customer service.
5. Demonstrate cooperate behavior with colleagues, supervisors and the public.
6. Participate in weekly and monthly in-service training programs.
7. Immediately notify management if unable to work due to illness or emergency. Arrangements for substitution must be approved by the Pool Manager.
8. Read, understand, and follow the guidelines of the Othello Community Pool Employee Personnel and Policy Manual.
9. Perform related duties as per personnel manual and as assigned.

SUPERVISION: Supervision received: works under the general supervision of the Pool Manager, or the Parks and Recreation Coordinator, in the absence of the Pool Manager. Supervision given: exercises indirect supervision of all patrons of the Othello Community Pool; not responsible for supervision of peers.

EDUCATION and/or EXPERIENCE: At least 16 years of age. Must complete, or be able to complete, First Aid and CPR training course. Previous customer service experience is desirable.

SPECIAL CERTIFICATES OR LICENSES: Must possess, or be able to obtain, and maintain First Aid and CPR certification.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety manuals, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Able to speak effectively and provide oral and written information to citizens, employees and other agents of the City.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in units of American standard measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to carry out the goal of the City by providing a fun and safe pool environment.

PHYSICAL DEMANDS: Must maintain a high level of physical fitness. While performing the duties of this job, the employee regularly walks, sits, kneels and lifts. The employee is required to use hands, fingers and arms to handle and operate objects.

WORK ENVIRONMENT: While performing the duties of this job, the employee will frequently work in varied outside weather conditions, including hot, cold, wet or humid conditions. The employee will be in contact with toxic or caustic chemicals. The noise level ranges from quiet inside to moderately loud in the pool or deck areas.

CONDITIONS OF EMPLOYMENT: All conditions of employment will be in accordance with current and applicable City of Othello policies and procedures. Copies of current certifications will be on file at the Othello Community Pool and Othello City Hall.

ACKNOWLEDGEMENT: This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or nonessential functions, tasks, duties, or responsibilities not listed herein. Management reserves the right to add, modify, or exclude any essential or nonessential requirement(s) at any time with or without notice. Nothing in this job description, nor by the completions of any requirement of the job by the employee, is intended to create a contract of employment of any type. Employment is "AT-WILL" and may be terminated at any time by the employee or employer with or without cause or notice.

Employee

Signature: _____

Date: _____

Parent / Guardian

Signature: _____

Date: _____